

Application No. 09/813,209  
Information Disclosure Statement

Customer No. 01933

Attorney Docket No. 01161/LH

**IN THE UNITED STATES PATENT  
AND TRADEMARK OFFICE**

Applicant(s): M. NOZAKI et al

Serial No. : 09/813,209

Filed : March 20, 2001

For : TECHNICAL SUPPORT SYSTEM

Art Unit : 3623

Examiner : Catherine M. Colon

**INFORMATION DISCLOSURE STATEMENT**

MS AMENDMENT  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Express Mail Mailing Label

No.: EV 478459033 US

Date of Deposit: March 17, 2005

I hereby certify that this paper is being deposited with the United States Postal Service with sufficient postage "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents,  
P.O. Box 1450  
Alexandria, VA 22313-1450

N. Sahadeo  
Nalini P. Sahadeo

In the event that this Paper is late filed, and the necessary petition for extension of time is not filed concurrently herewith, please consider this as a Petition for the requisite extension of time, and to the extent not tendered by any form PTO-2038 which may be attached hereto, authorization to charge the extension fee, or any other fee required in connection with this Paper to Account No. 06-1378.

S I R :

Submitted herewith is a form PTO/SB/08A listing the particulars of six U.S. publications and one literature reference which were cited by the Examiner in related application Serial Nos. 10/002,744 and 10/002,745.

A form 2038 is enclosed to cover the USPTO fee of \$180.00 as set forth under 37 CFR 1.17(p) for filing an IDS at this stage of prosecution (after issuance of a first Office Action).

Authorization is given to charge any additional fees which may be required, or to credit any overpayment, to Account No. 06-1378.

It is respectfully requested that the Examiner return an initialed copy of the attached form PTO/SB/08A to confirm that

Application No. 09/813,209  
Information Disclosure Statement

Customer No. 01933

the publications listed thereon have all been considered and made of record.

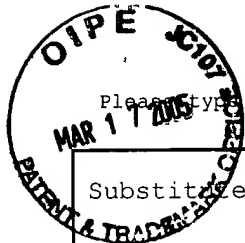
Respectfully submitted,

A handwritten signature in dark ink, appearing to be 'DH' with a stylized flourish.

Douglas Holtz  
Reg. No. 33,902

Dated: March 17, 2005

Frishauf, Holtz, Goodman & Chick, P.C.  
767 THIRD AVENUE - 25TH FLOOR  
New York, New York 10017-2023  
Tel. No. (212) 319-4900  
FAX No. (212) 319-5101  
DH:nps



Please type a plus sign (+) inside this box →

+

PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

<b>Substitute for Form 1449A/PTO</b>  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>	Application Number		09/813,209		
	Filing Date		March 20, 2001		
	First Named Inventor		M. NOZAKI		
	Group Art Unit		3623		
	Examiner Name		Catherine M. Colon		
Sheet	1	of	2	Attorney Docket Number	01161/LH

**U.S. PATENT DOCUMENTS**

Exam. Inits <sup>*</sup>	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
		5,964,891	A	CASWELL et al	10-12-1999	
		2002/0032672	A1	KEITH, JR.	03-14-2002	
		2002/0059369	A1	KERN et al	05-16-2002	
		2002/0120684	A1	CHRISTFORT et al	08-29-2002	
		6,539,419	B2	BECK et al	03-25-2003	
		6,735,592	B1	NEUMANN et al	05-11-2004	
		6,802,042	B2	RANGAN et al	10-05-2004	

**FOREIGN PATENT DOCUMENTS**

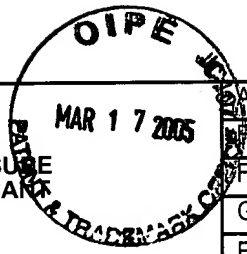
Exam. Inits <sup>*</sup>	Cite No <sup>1</sup>	Offc <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>

Examiner Signature		Date Considered	
-----------------------	--	--------------------	--

<sup>\*</sup> EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Unique citation designation number. <sup>2</sup> See kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Place a check here if English translation is attached.

DATE MAILED: **March 17, 2005**



<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>		Application Number	09/813,209		
		Filing Date	March 20, 2001		
		First Named Inventor	M. NOZAKI		
		Group Art Unit	3623		
		Examiner Name	Catherine M. Colon		
Sheet	2	of	2	Attorney Docket Number	01161/LH
<b>NON PATENT LITERATURE DOCUMENTS</b>					
Exam Inits <sup>1</sup>	Cite No <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.			T <sup>6</sup>
		Hilbert, David M., et al., "An Approach to Large-Scale Collection of Application Usage Data Over the Internet" Proceeding of the 20 <sup>th</sup> International Conference on Software Engineering, April 1998 ISBN 0-8186-8368-6, pages 136-142.			
Examiner Signature				Date Considered	

\* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Unique citation designation number. <sup>2</sup> See kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Mark here if English translation is attached.

DATE MAILED: March 17, 2005